

## Policy on Assignment Changes

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Charities/Non-Profit Organizations (NPO's) who are members of the Play! Charitable Gaming Association (PCGA) are provided with a permit for each twelve-month fiscal period (April 1–March 31) which is accompanied by a schedule showing times and dates of events/shifts/assignments that have been based, insofar as possible, upon requests made by a representative of the Charity/NPO to the PCGA's Charity & Volunteer Manager.

Once a permit has been received from the City of Kingston, it is the duty of the Charity/NPOs' Bingo Coordinator to immediately schedule trained bona-fide volunteers for each of the assigned events/shifts in that period. These volunteers must be listed on the Charity/NPOs' *Bona-Fide Member Form* which is updated and distributed by the Charity & Volunteer Manager of PCGA. This allows individual Charity/NPO volunteers the opportunity to schedule assigned events/shifts into their personal calendars and ensure their availability when they are required to staff an assigned event/shift.

Each Charity/NPO should have at least two (additionally) trained, bona-fide volunteers who are assigned as "back-up volunteers" so that if either/both of the scheduled volunteers are unable to staff a pre-assigned event/shift, the Charity/NPO can easily replace them. The Bingo Coordinator should provide all volunteers with contact information for other Charity/NPO volunteers, and determine a procedure that allows either the volunteer to replace him/herself, or contact the Charity/NPO Bingo Coordinator to do so.

Such a policy will help to prevent the need for Charities/NPO's to request rescheduling or to give away a scheduled event/shift, and will allow all Charities/NPO's to better staff events/shifts. At the same time this will serve to minimize those times when a Charity/NPO fails to appear at the gaming centre, thus both losing a pooling share and risking a reprimand or suspension.

Many Charity/NPO's rely on just two or three of their trained volunteers to staff scheduled events/shifts, and if those individuals are unavailable, the first response is to ask for either a cancellation or a trade with another Charity/NPO. For those Charity/NPO's that rely on just a few volunteers, poll your membership for new volunteers and register them for training sessions. It is recommended that you have at least six volunteers on your bona-fide member list who would regularly be available to cover your scheduled events/shifts. This will allow Charities/NPO's greater choice when requesting times and days for the annual schedule.

If, after the Bingo Coordinator has taken every step to meet attendance requirements and is still unable to fulfill the organization's commitment, the Bingo Coordinator must notify Kim Steacy, Charity & Volunteer Manager of PCGA (ksteacy@cogeco.ca or 613-766-4585), providing her with a minimum of five working days' notice; alternately, the current President of PCGA (contact information is located in e-mail signature block). If sufficient notice is not provided, the Charity/NPO is subject to the penalties in the Compliance section of the *Volunteer Standards Policy* document.

*Blackout periods are in place during Christmas/holiday and March breaks. Specific calendar dates are communicated each year to all charities. Returns within these blackout periods will result in an infraction and loss of the same number of shifts in the next schedule. Returns will continue to be accepted without penalty for events directly related to the charity.*



**Play! Charitable Gaming Association  
and City of Kingston Licensing Department**



Where sufficient notice has been given, the event/shift will be reassigned to another PCGA Charity/NPO. The Charity/NPO that cannot attend will not be entitled to the share(s). The Charity & Volunteer Manager of PCGA will not endeavor to swap or trade events with other organizations.

**Shift Returns** – Charities returning shifts due to no reason other than inconvenience (as opposed to scheduling conflicts directly related to the charity, e.g. graduations, tournaments, concerts) will lose the same number of shifts in the next schedule. The reasoning behind this is the charity gives the appearance of not needing the extra funds. These shifts are then reassigned to either new charities coming on board or current charities in need of extra funds.

Assignment of organizations to fulfill open events/shifts is the sole responsibility of the Charity & Volunteer Manager (or in her absence a designated member of the PCGA Board). The City of Kingston Lottery Licensing Officer is not involved in this process.

Approved by Board: September 13, 2011

Effective: October 1, 2011

Revised: January 24, 2018

Revised: August 15, 2018

Revised: February 20, 2019 (wording)

Revised: March 2, 2021 (name change)

Revised: December 1, 2024 (blackout periods)